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***<http://www.hawkrelay.com/dbrs/dbrsvideo.asp>***

***Video transcript follows.***

DeafBlind Relay Service

Introduction and Demo

June 2007

By

Hawk Relay

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Telecommunication Access

For the

DeafBlind

((CHAPTER 1)) INTRODUCTION

BLACK SCREEN

FADE OUT BLACK

SUBTITLES IN THE CENTER OF THE SCREEN:

THIS FILM WAS MADE BY A DEAF-BLIND PERSON.

HAWK RELAY LOGO DISPLAYS.

DBRS LOGO DISPLAYS.

HOST, JOHN LEE CLARK IS STANDING IN FRONT OF AN OCEAN HORIZON IN A DARK BUSINESS SUIT. BELOW THE BLUE HORIZON THERE IS DENSE VEGETATION AND HOUSES.

JOHN LEE CLARK SIGNS:

Hello! My name is John Lee Clark.

I'm from Minnesota.

I'm a second generation Deaf-Blind.

I want to introduce you to DeafBlind Relay Service.

You will be viewing a demo of how the service works.

FADE TO BLACK

((CHAPTER 2)) DINING AREA IN KITCHEN

JOHN LEE CLARK SITTING AT A TABLE IN A KITCHEN SUBMITTING A REQUEST TO DBRS

WITH HIS WIRELESS PAC-MATE (LAPTOP FOR THE BLIND)

NEW SCENE KITCHEN

JOHN LEE CLARK WASHING CUPS AT THE SINK.

DOOR SIGNAL DEVICE VIBRATES AND JOHN LEE CLARK STOPS WASHING CUPS AND DRIES OFF HIS HANDS. HE REACHES INTO HIS POCKET TO STOP THE DOOR SIGNAL DEVICE FROM VIBRATING AND AT THE SAME TIME HEADS AWAY FROM THE SINK.

NEW SCENE FRONT DOOR AREA

JOHN LEE CLARK ANSWERS THE FRONT DOOR. CF #1007 APPROACHES AND INTRODUCES HERSELF TO JOHN LEE CLARK.

C.F. #1007 SIGNS:

Hi. I'm DBRS Communication Facilitator #1007.

JOHN LEE CLARK SIGNS:  
Perfect! Come on inside.

JOHN LEE CLARK WELCOMES THE C.F. INTO THE HOUSE. THE C.F. FOLLOWS JOHN LEE CLARK INTO THE HOUSE.

NEW SCENE DINING AREA IN KITCHEN  
BACK TO THE SAME TABLE WHERE JOHN LEE CLARK FIRST SUBMITTED THE REQUEST FOR DBRS BUT THE PAC MATE IS MOVED OUT OF THE PICTURE. JOHN LEE CLARK AND C.F. #1007 SITTING FACING EACH OTHER FOR OPTIMAL TACTILE SIGNING POSITION. TACTILE SIGNING IN PROGRESS UNTIL END OF CHAPTER 2.

C.F. #1007 SIGNS:  
What's the phone number you want to call?

JOHN LEE CLARK SIGNS:  
I want to call Aunt Esther. Her phone number is 555...

NEW SCENE RANDOM RESIDENTIAL OUTDOOR SETTING  
A QUICK PAN SHOT OF AN EARLY 1900'S LOOKING YELLOW HOUSE WITH WHITE PICKET FENCE.  
PHONE RINGING IN THE BACKGROUND.

NEW SCENE RANDOM COURTYARD  
AUNT ESTHER IS SITTING IN A COURTYARD READING A BOOK IN FRONT OF A FIRE PIT. SHE PICKS UP THE RINGING PHONE.

AUNT ESTHER:  
Hello?

NEW SCENE DINING AREA IN KITCHEN  
IN JOHN LEE CLARK'S KITCHEN AGAIN WITH C.F. #1007

C.F. #1007 SIGNS:  
Hello, this is DBRS C.F. #1007  
You have a phone call...

NEW SCENE RANDOM COURTYARD  
BACK TO AUNT ESTHER SITTING IN HER COURTYARD

AUNT ESTHER:  
Oh, hi John Lee.  
It's great to hear from you!

C.F. #1007(OFF CAMERA):  
Hi, Aunt Esther  
My mom told me you bought a new house.

AUNT ESTHER:  
Yes, I'm really enjoying my new home.  
I really hope you can come visit me here soon.

C.F. #1007 (OFF CAMERA):

Yes, my summer is wide open. I'll book a flight.

AUNT ESTHER:

Great!

Let me know as soon as you have your flight info.

I'll pick you up.

C.F. #1007(OFF CAMERA):

Yes, I'll call the airline right away.

It was nice talking with you!

AUNT ESTHER:

It's always nice talking with you too.

Love you! Bye!

NEW SCENE DINING AREA IN KTICHEN

BACK IN JOHN LEE CLARK'S KITCHEN AT THE TABLE WITH THE C.F. WITH THE CAMERA FACING JOHN LEE CLARK SHOWING C.F.'S BACK.

JOHN LEE CLARK SIGNS TO THE C.F.:

Go ahead and hang up the phone.

C.F. #1007 SIGNS:

The caller is hanging up.

Do you want to place another phone call?

JOHN LEE CLARK SIGNS:

Yes.

Please call the airline.

The phone number is 1-800-AIRLINE.

C.F. #1007 signs:

Ok, I will dial now...

CHANGE OF CAMERA ANGLE, NOW FACING THE C.F.

C.F. #1007 SIGNS:

Do you prefer a window or aisle seat?

JOHN LEE CLARK SIGNS:

I prefer an aisle seat, please.

C.F. #1007 signs:

Thank you for purchasing your airline ticket with us.

Enjoy your flight!

The phone is hanging up.

JOHN LEE CLARK SIGNS:

OK, that's great!

Thank you very much! (SLOW MOTION)

((CHAPTER 3))

HOST, JOHN LEE CLARK IS STANDING IN FRONT OF AN OCEAN HORIZON IN A DARK BUSINESS SUIT. BELOW THE BLUE HORIZON THERE IS DENSE VEGETATION AND HOUSES.

JOHN LEE CLARK SIGNS:

You just who finished seeing a demonstration of DeafBlind Relay Service showing me working with a person called a Communication Facilitator. This service is really wonderful because a human being offers the very best technology.

I have tried different technologies such as

Braille TTY, large display TTY, Braille print-out,

and many more.

I'm an expert Braille user by the way.

But these technologies are not effective.

These telecommunication options for the Deaf-Blind

tend to fail as they are very difficult to use and do not provide easy accessibility.

These technologies are all very limited and do not meet

my needs.

But a human being can meet my telecommunication needs and the needs of any other Deaf-Blind person.

It's really wonderful.

A person has all the ideal technologies, more advanced

than any machine, computer, etc., and is cheaper, quicker, and more effective.

#### ((CHAPTER 4)) INTRODUCTION TO DBRS

HOST, JOHN LEE CLARK IS STANDING IN FRONT OF AN OCEAN HORIZON IN A DARK BUSINESS SUIT. BELOW THE BLUE HORIZON THERE IS DENSE VEGETATION AND HOUSES.

JOHN SIGNS:

You have to understand that the Deaf-Blind community

is very diverse, with people from myriad backgrounds.

Some Deaf-Blind people were born hearing and sighted and became Deaf-Blind later; some were born deaf and became blind later; some were born blind and became deaf later; and some were born Deaf-Blind.

The Deaf-Blind have diverse educational backgrounds and they use a variety of languages and means of communication. There is not a single standard.

Generally, the design of the world does not always meet the needs of the Deaf-Blind for information exchange and communication. It's an ongoing struggle to connect the Deaf-Blind and the world. True, there is a wide array of technologies out there but these technologies are limited and not ideal. One technology may be used by one population of the Deaf-Blind community, another technology used by another group. However, no single technology is accessible to all deaf-Blind people.

Truly, the best technology is not a machine but a person.

This person is a trained and qualified Communication Facilitator who will utilize the Deaf-Blind's preferred method of communication to facilitate information exchange.

This is the best way; the cheapest and the most effective way to connect the Deaf-Blind with the world.

DBRS will use a real person who will use tactile or up-close signing or another preferred method of communication. DBRS will be able to meet any and all of the Deaf-Blind's communication needs.

## ((CHAPTER 5)) IMPACT ON DEAF-BLIND COMMUNITY PART 1

HOST, JOHN LEE CLARK IS STANDING IN FRONT OF AN OCEAN HORIZON IN A DARK BUSINESS SUIT. BELOW THE BLUE HORIZON THERE IS DENSE VEGETATION AND HOUSES.

### JOHN LEE CLARK SIGNS

DeafBlind Relay Service will make a very significant difference for all Deaf-Blind people.

Many things will happen when DBRS is established and provides

service to all Deaf-Blind.

First, it will help Deaf-Blind to get jobs, better advancement opportunities, and to become more competitive in the workforce. Many employers require some telephone use and the Deaf-Blind, thus far, haven't been able to use the telephone.

## ((CHAPTER 6)) IMPACT ON DEAF-BLIND COMMUNITY PART 2

HOST, JOHN LEE CLARK IS STANDING IN FRONT OF AN OCEAN HORIZON IN A DARK BUSINESS SUIT. BELOW THE BLUE HORIZON THERE IS DENSE VEGETATION AND HOUSES.

### JOHN LEE CLARK SIGNS

Secondly, Deaf-Blind people will have access to a new wealth of

information. Other venues where information is available such

as the Internet and person-to-person interactions are not easy for us to access either.

Even with a wide array of technologies, these sources of information aren't accessible to all Deaf-Blind.

But DBRS will meet all of the Deaf-Blind's needs for telephone communication.

With it, the Deaf-Blind can acquire any information from anyone, anywhere, anytime.

## ((CHAPTER 7)) CLOSING

HOST, JOHN LEE CLARK IS STANDING IN FRONT OF AN OCEAN HORIZON IN A DARK BUSINESS SUIT. BELOW THE BLUE HORIZON THERE IS DENSE VEGETATION AND HOUSES.

### JOHN LEE CLARK SIGNS

Thank you for watching the demo and my presentation.

Thank you. Very much.

If you want to support  
DeafBlind Relay Service,  
you can check out the website

[www.hawkrelay.com](http://www.hawkrelay.com)

And on the main screen, click on the icon  
for DeafBlind Relay Service.

## ((CHAPTER 8)) CREDITS

### CAST

John Lee Clark - Host

Penny Montes - Communication Facilitator #1007

Kathy Tinoco - Aunt Esther

VOICE FOR JOHN LEE CLARK – Lee Bradley

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FADE TO HAWK RELAY LOGO